

## **Factors influencing consumers coffee shop preferences and their brand attachment toward Starbucks in Bangkok**

### **Introduction**

Coffee shop industry is one of the growing industries of the world as coffee is one of the world's favourite beverages. People nowadays spend their time in coffee shops frequently either for work and study or meeting with colleagues or friends. According to Mordorintelligence(2019), the world's coffee market is growing at a compound annual growth rate (CAGR) of 5.5% during the forecast period of 2019-2024. The trend of coffee consumption and the trend of coffee shop industry are the spreading effect throughout almost every part of the world. Coffee shops are always located in big and economic cities. Pitsinee Jitpleecheep and William Hicks (2019) mention that thirty years ago, there were not many choices for coffee drinkers in Thailand. The choices were limited to only Kafae Boran or instant coffee. However, at present, more consumers have developed their coffee preferences to have more various choices, especially freshly brewed. Therefore, the change in consumer behaviour has made it necessary for the coffee business into various preferences. Many coffee shops need to invent more menus in order to answer the needs of their customers. There have been many coffee shop brands that have become pretty famous among coffee drinks or even among people in that country in general. One of the famous brands that has been able to take its place in customers' hearts is Starbucks.

Starbucks is a coffee brand, founded by Jerry Baldwin, Gordon Bowker, and Zev Siegel in 1971. Firstly, Starbucks started from only one coffee shop. However, nowadays, it has had over 31,256 stores all over the world. This leads to the question why it has become so

successful and in comparison with other coffee brands what factors influences consumers' choices whether what coffee brands they like and want to consume. Moreover, the coffee trend in Thailand seems to shift towards 24-hr services, which may be one of the factors that affect consumers' preferences as well. Based on Yu and Fang's (2009), they investigated that income range is the factor that affects the fulfilment of self-actualisation. People with high income are willing to pay for experiences and have higher levels of needs, vice versa. Meanwhile, Thongrawd and Rittboonchai (2018) suggested that personal characteristics and marketing mix(4Ps) factors influence consumers' preferences. As factors investigated in these research, it has made us think that there should be further investigation on these factors, whether they truly impact consumers' behaviour on coffee preferences.

The scope of this research would be the sample group of 400 people, who consume coffee and live in Bangkok. Our research objectives are to study whether what factors are statistically significant that have their influences on consumers' preferences regarding choosing their coffee brands and coffee shops and to understand consumers' behaviour towards coffee preferences.

## **Hypothesis**

1. The frequency of receiving service at Starbucks has a positive correlation to the attachment of the brand
2. Income is negative correlates to the attachment of the brand
3. People who believe that consuming the products related to Starbucks are beneficial to their social images or have ever brought other Starbucks merchandise are more likely to attach to the brand.

## Literature Review

Many industries try to generate value added for customers to become the next source of competitive advantage (Yu and Fang, 2009). To understand what customers want and need, many companies do voice of customer surveys. They use Pine and Gilmore's theory which is the progression of economic value to divide into four stages. The first stage is offering commodities to customers. The second stage is making standard goods for customers. For the first two stages, the products will be undifferentiated and irrelevant to the needs of customers. The core of value added is the quality of the products. The third stage is to deliver better services to customers. The last one is the stage of experience which can differentiate the competitive position, relate to customers' needs, and set pricing at premium (Pine and Gilmore, 1999).

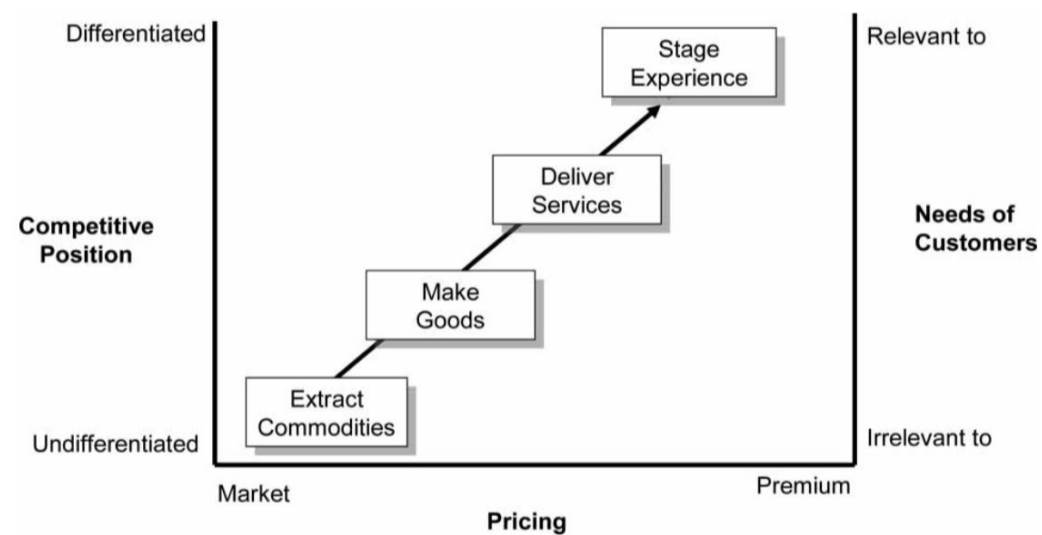
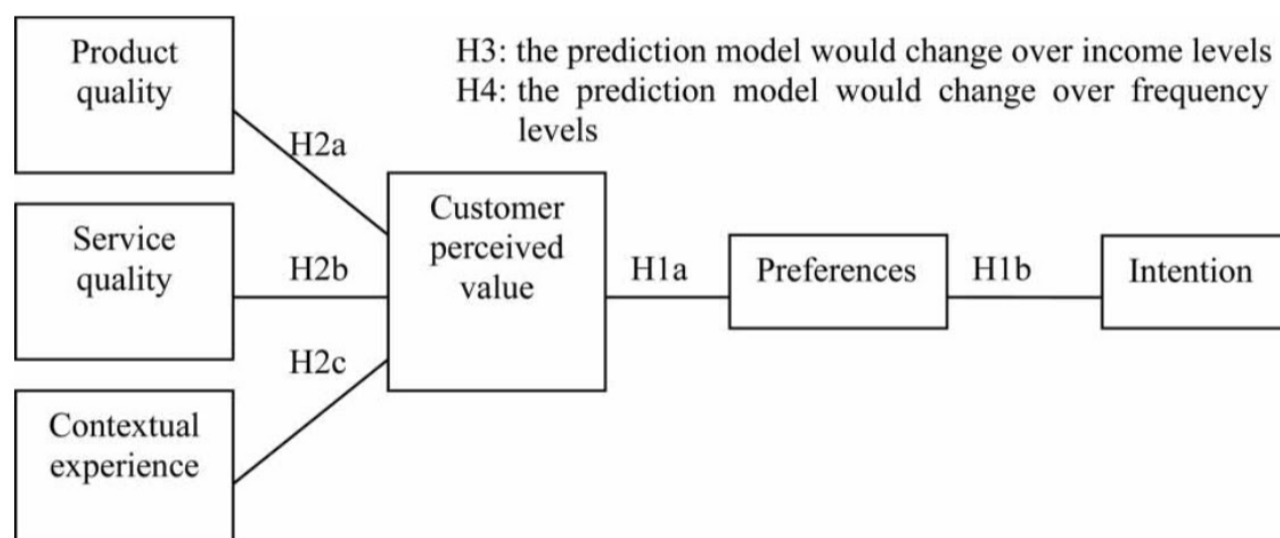


Figure 1. Experience economy: progression of economic value.  
Source: Pine and Gilmore (1999, p. 22).

To be the stage of experience, they investigated three determinants of customers' perceived value which are product quality, service satisfaction and memorable experience. Product quality is measured by matching between production specification and customer's expectation. If the customers think that the specification of the product is enough to cover their needs, they will think this product is worthy. Service quality is the degree of the

customer satisfaction that they perceive by serving the service to reach their expectation. Lastly, experiences of customers are from product quality and service satisfaction that customers judge to their perception (Pine and Gilmore, 1999). So, customer's perceived value can be generated the model by using three determinants: product quality, service quality and contextual experience

Then, the positive feeling from the customer's perceived value will become customers' preferences. And positive customers' preferences will become the customer's intention to purchase and remind them to repurchase at the same place (Fishbein and Ajzen, 1975).



H1a : Perceived value would be positively related to customers' preferences

H1b : Preferences would be positively related to customers' intention to consume in the future

H2a : Product quality would be positively related to customers' perceived value

H2b : Service quality would be positively related to customers' perceived value

H2c : Contextual experience would be positively related to customers' perceived value

Moreover, they use Maslow's hierarchy of needs to understand a set of needs which are physiological needs, security needs, belongingness needs, esteem needs and self-actualisation needs. In this case, product quality is used for fulfilling physiological needs and security needs. Service quality is used for fulfilling belongingness and love needs and esteem needs. The customer's experience is used to fulfill self-actualisation which is the highest ranking on the Maslow's hierarchy of needs model.

In Yu and Fang's (2009) paper, they set income distribution into two groups because of the assumption that customers with high income are willing to pay the price for experience to satisfy the higher level of needs. Firstly, customers who have income less than US\$625 per month are a low income group. Secondly, customers who have income higher than US\$625 per month are a high income group.

From Thongrawd and Rittboonchai's (2018) research of the personal characteristics and marketing mix based factors on the coffee consumers' behavior in Bangkok, they reported which factors that consumers recognize most based on the marketing 4Ps, the most important reason that consumers come to use coffee shop's service in the sample group, they also claimed to found that personal education characteristics affected the behavior of using the services at the coffee shops of consumers in Metropolitan Bangkok.

However, they were also unable to show any conclusions that show any information further analysis aside from summarized data and raw percentages from the questionnaire respondent since it was a research paper that based on marketing mix factors affecting consumers only and is what their methodology for research is solely relied on, except sample size estimation. In addition, as the writers stated themselves, the paper was limited by the

according to their monthly income and their historical purchase, whether or not they have ever brought beverages from the Starbucks brand in the past.

### 3. Economic model

The model used will be multiple linear regression models and Logit & Probit models with function:  $Y = P(y=1) \in [0, 1]$  on top of the linear regression to make the outcome be between 0 and 1.

1. The dependent variable will represent the attachment toward the Starbucks brand, and probability of whether or not the consumers attract toward the Starbucks brand of coffee shop when they are making the purchase decision.

$$Y = \beta_0 + \beta_1 sbcus + \beta_2 stbest + \beta_3 stfav + \beta_4 freqsb + \beta_5 freqoth + \beta_6 amnt + \beta_7 time + \beta_8 age + \beta_9 inc + \beta_{10} educ + \beta_{11} job + \beta_{12} gender + \beta_{13} price + \beta_{14} taste + \beta_{15} variety + \beta_{16} service + \beta_{17} interior + \beta_{18} space + \beta_{19} promo + \beta_{20} other + \beta_{21} memb + \beta_{22} social + \beta_{23} merch + \varepsilon$$

### 4. Variable definition

sbcus: if respondent have ever brought a Starbucks drink  
(yes = 1, no = 0)

stbest: if respondent believe Starbucks is best coffee  
shop brand (yes = 1, no = 0)

stfav: if respondent believe Starbucks is their favorite  
coffee shop brand (yes = 1, no = 0)

freqst: frequency that respondent buy coffee per month  
from star buck

freqst: frequency that respondent buy coffee per month  
from other coffee stores

amnt: total coffee respondent consume per months

time: how much time respondent spent inside the store  
per service trip

age: age of respondent (0 = 15-19 years old, 1 = 20-24  
years old, 2 = 25- 29 years old, 3 = 30-34 years old, 4 =  
35-40 years old, 5 = 41+)

inc: income level of respondent

educ: level of education of respondent (0 = below  
interior: interior design of the store (1-5 influence level,  
bachelor degree, 1 = bachelor degree, 2 = master degree,  
3 = doctorate and above)

space: the size of the store (1-5 influence level in  
job: job of respondent (0 = Students, 1 = working for  
ascending order)  
government, 2 = working for private company, 3 =  
private business)

promotion: promotion that the brand offer (1-5 influence  
level in ascending order)  
gender: gender of respondent (female = 1, male = 0)

social: if respondents believe that by consuming  
Starbucks products, their public image will be better  
perceived. (yes = 1, no = 0)

merch: if respondent have ever brought other products  
such as cup of the Starbucks brands (yes = 1, no = 0)

---

---

other: if the respondents willing to purchase other coffee  
price: price of the coffee (1-5 influence level in  
brand if provide options (yes = 1, no = 0)  
ascending order)

memb: if respondents own the Starbucks membership  
card (yes = 1, no = 0)  
taste: taste of the coffee (1-5 influence level in ascending  
order)

variety: variety of the coffee (1-5 influence level in  
ascending order)

## 5. Model specification

### Model 1

The first model will consist of the independent variables that are related to the frequency of receiving service from the coffee stores and the quantity of the coffee consumption per month, including the individual characteristic data: age, income, level of education, job and gender.

$$Y = \beta_0 + \beta_1 sbcus + \beta_2 stbest + \beta_3 stfav + \beta_4 freqsb + \beta_5 freqoth + \beta_6 amnt + \beta_7 time + \beta_8 age$$

$$\begin{aligned}
Y = & \beta_0 + \beta_1 sbcus + \beta_2 stbest + \beta_3 stfav + \beta_4 freqsb + \beta_5 freqoth + \beta_6 amnt + \beta_7 time + \beta_8 age \\
& + \beta_9 inc + \beta_{10} educ + \beta_{11} job + \beta_{12} gender + \beta_{13} price + \beta_{14} taste + \beta_{15} variety + \beta_{16} service + \beta_{17} interior \\
& + \beta_{18} space + \beta_{19} promo + \varepsilon
\end{aligned}$$

### Model 3

The last model will consist of all variables from model 1 and 2, with the addition of other, memb, social and merch.

$$\begin{aligned}
Y = & \beta_0 + \beta_1 sbcus + \beta_2 stbest + \beta_3 stfav + \beta_4 freqsb + \beta_5 freqoth + \beta_6 amnt + \beta_7 time + \beta_8 age \\
& + \beta_9 inc + \beta_{10} educ + \beta_{11} job + \beta_{12} gender + \beta_{13} price + \beta_{14} taste + \beta_{15} variety + \beta_{16} service + \beta_{17} interior \\
& + \beta_{18} space + \beta_{19} promo + \beta_{20} other + \beta_{21} memb + \beta_{22} social + \beta_{23} merch + \varepsilon
\end{aligned}$$

---

Jeen

Factors affecting coffee consumers' behavior: a case study of consumption in Metropolitan Bangkok:

[https://www.google.com/url?sa=t&source=web&rct=j&url=https://tci-thaijo.org/index.php/jtir/article/download/167394/120664/&ved=2ahUKEwjs2bjlwebnAhWqyDgGHWwFDCEQFjACegQIAxAB&usg=AOvVaw3uanEU\\_xNLH\\_0zuqQDz49e](https://www.google.com/url?sa=t&source=web&rct=j&url=https://tci-thaijo.org/index.php/jtir/article/download/167394/120664/&ved=2ahUKEwjs2bjlwebnAhWqyDgGHWwFDCEQFjACegQIAxAB&usg=AOvVaw3uanEU_xNLH_0zuqQDz49e)

Coffee Shop's Characteristic and Factors that Influence the Number of Visitors and Profit Level of Popular Coffee Shops in Banda Aceh City:

[https://www.google.com/url?sa=t&source=web&rct=j&url=http://jurnal.unsyiah.ac.id/AICS-Social/article/download/10356/8684&ved=2ahUKEwjs2bjlwebnAhWqyDgGHWwFDCEQFjABegQIDRAH&usg=AOvVaw2QC\\_ytw-r2n004UWnVuL2I](https://www.google.com/url?sa=t&source=web&rct=j&url=http://jurnal.unsyiah.ac.id/AICS-Social/article/download/10356/8684&ved=2ahUKEwjs2bjlwebnAhWqyDgGHWwFDCEQFjABegQIDRAH&usg=AOvVaw2QC_ytw-r2n004UWnVuL2I)

Place Attachment:

<https://bork.hampshire.edu/~groundswell/transfers/hermens/coffee%20shop.pdf>











